

# Business Process Modeling

Duration  
2 Days

Delivery Methods  
VILT, Private Group



To harness the work done in organizations and to increase productivity, it is essential to understand how to model business processes. This course explores the need for modeling business processes, how process modeling is one part of a larger framework for achieving higher quality through Business Process Management, the essential steps to process modeling, and the critical success factors for making the effort successful. It provides a practical framework for understanding and modeling business processes and describes when and how to develop a variety of process model types at varying levels of detail.

**Note: This course has been approved by PMI for 14 PDUs and by IIBA for 14 CDUs.**

## Who Should Attend

Process analysts, business analysts, project managers, business process owners, general business staff, and anyone who needs the skills to understand, model, and manage business processes.

## Course Objectives

- Describe the purpose and benefits Business Process Modeling.
- Articulate the list of various process models.
- Discuss the essential business process modeling components and steps necessary for success.
- Discover appropriate elements of processes that need to be documented.
- Use process maps to discover, document, and communicate the processes.
- Describe the importance of setting process boundaries and how it can make your modeling more productive.
- Create a variety of clear and consistent process models and understand when to use each.
- Develop primary and alternate paths for a process
- Learn various notations that are used in process modeling and how to refine and confirm the process.

## Agenda

## 1 - BUSINESS PROCESS MODELING (BPM) OVERVIEW

- Process modeling overview
- List of process models
- Process modeling steps
- Process Definitions

## 2 - MODEL ENTERPRISE CONTEXT

- Hierarchy diagram
- Decomposition techniques, rules, and levels
- Value chain diagram and value chain matrix

## 3 - MODEL PROCESS CONTEXT

- Prepare for process modeling session
- Session Roles and responsibilities
- Scope diagram, SIPOC diagram, and variation list

## 4 - MODEL PROCESS DETAILS

- Process notation
- Swim lanes
- Process maps with primary and alternate paths
- Handling alternative paths and variations

## 5 - REFINE PROCESS MODELS

- Identify common mapping problems and how to correct them
- Determine the level of detail to display
- How to support process details in text

## 6 - CONFIRM PROCESS COMPLETENESS

- State chart (interaction) diagram
- Interaction matrix (CRUD)